



# User Guide

## BT SYNERGY 4000



# Getting started

## WARNING

Do not place your BT Synergy 4000 in the bathroom or other humid areas.

## Handset range

The BT Synergy 4000 has a range of 300 metres outdoors when there is a clear line of sight between the base and handset. Any obstruction between the base and handset will reduce the range significantly. With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

## Signal strength

The  icon on your handset indicates when you are in range.

When you move out of range of the base, the out of range tone will sound every minute. This tone is repeated until you move back into range.

## IMPORTANT

The charger must be plugged into the mains power socket at all times. Only use the power cable supplied with the product.

## Location

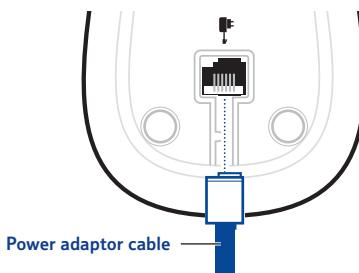
You need to place your BT Synergy 4000 charger within 2 metres of a mains power socket so that the cable will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Synergy 4000 works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

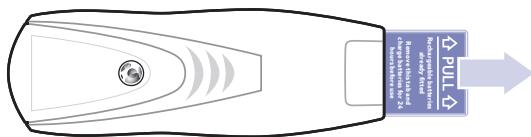
## Connect the charger to the mains power

1. Push the mains power cord into the power socket on the underside of the charger until you hear it click into place. Plug the other end into the mains power wall socket.



## Charge the handset

1. Rechargeable batteries are already fitted in your handset. To activate the batteries, pull the plastic tab away from the bottom of the handset as shown.



2. Place the handset on the charger to charge for at least 24 hours. The red Charging light comes on (this will stay on even when the batteries are fully charged). When the handset is fully charged the display shows the  symbol.

## Registering your handset to either your BT Synergy 4100 or 4500 base

If you are registering the handset to another DECT GAP compatible base station that is not a BT Synergy 4100 or 4500, please refer to the user guide for that base for registration instructions.

Before registration, make sure the handset batteries are fully charged and that you are close to the main base station.

### Talk/Standby time

In ideal conditions, fully charged handset batteries should give about 10 hours talk time or 100 hours standby time on a single charge. The base must remain plugged in to the mains and switched on at all times.

Note that new batteries do not reach full capacity until they have been in normal use for several days.

### Battery low warning

If the  symbol flashes in the display and you hear a warning beep every 10-15 seconds, you will need to recharge the handset before you can use it again.

During charging, the  symbol will scroll in the display.

### Battery performance

To keep your batteries in the best condition, leave the handset off the base for a few hours at a time.

Running the batteries right down at least once a week will help them last as long as possible.

The charge capacity of rechargeable batteries will reduce with time as they wear out, giving the handset less talk/standby time. Eventually they will need to be replaced. New batteries are available from the BT Synergy 4000 Helpline on 0870 605 8047.

## Getting started

After charging your handset for the first time, subsequent charging time is about 6-8 hours a day. Batteries and handset may become warm during charging. This is normal.

### IMPORTANT

DECT GAP Profile only guarantees that basic calling functions will work correctly between different makes/types of handset and base. There is a possibility that certain services, such as Caller Display, will not work correctly.

### *At the base:*

1. Press *and hold*  for 10 seconds, until you hear a beep, then release it.

### *At the handset:*

2. Press  or  until **Registration** is displayed, then select the **OK** option.
3. **Register Base** is displayed select the **OK** option to confirm.
4. Use the keypad to enter the number of the base you want to register to **(1 – 4)**, then select the **OK** option.  
The display shows, e.g. **Search for Base 2** (for base 2) and the  icon flashes.
5. Enter your 4 digit PIN, then select the **OK** option. When the base is located, your handset display will be updated with the handset number for the selected base.

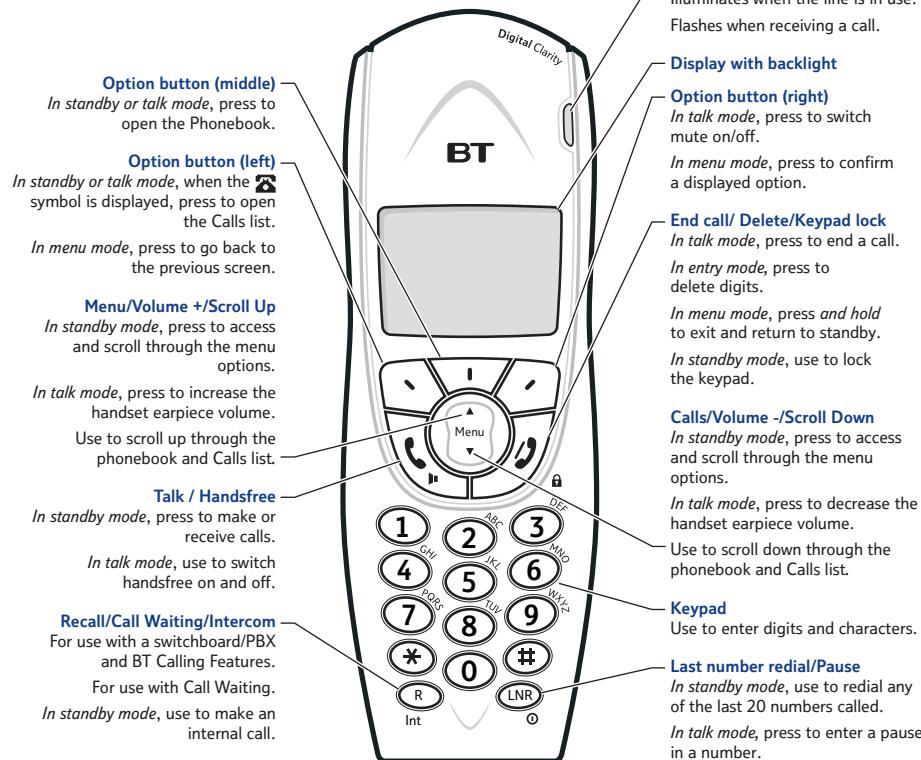
## Using your phone

If you need further instructions on using your phone or require an explanation on any of the features, then please refer to your main BT Synergy 4100 or 4500 user guide.

If you require any further assistance, then please call the Helpline on 0870 605 8047 or email [bt.helpdesk@suncorptech.com](mailto:bt.helpdesk@suncorptech.com)

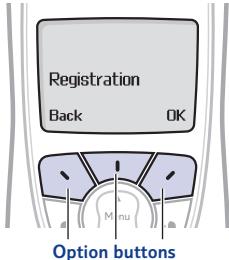
# Getting to know your phone

## Handset buttons



Please refer to your BT Synergy 4100 or 4500 User Guide for full details.

If you experience any problems, please call the Helpline on 0870 605 8047 or email [bt.helpdesk@suncorptech.com](mailto:bt.helpdesk@suncorptech.com)



#### Option buttons

Press to select the option displayed on the screen.

#### Exit or go back one level in the menu

Press to go back one level.

Press and hold to return to standby.

If no buttons are pressed for 30 seconds, the handset reverts to standby automatically.

## Navigating the menus

Your BT Synergy 4000 has an easy to use menu system. Each menu has a list of options, which you can see on the menu map on the following page.

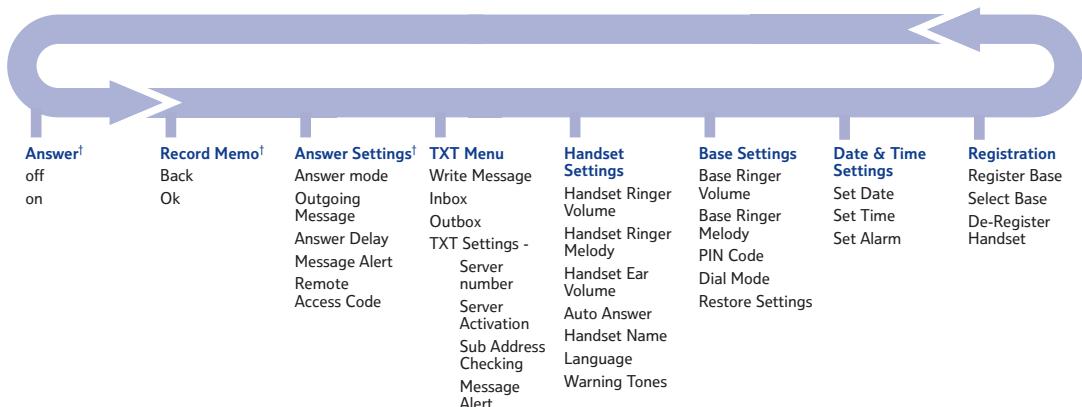
*When the handset is switched on and in standby:*

1. Press or to open the main menu then press or repeatedly to scroll to the menu option you want.
2. Press the option button to select a menu option or the option button to go back to the previous screen.

## Character map

The following table shows you where each letter and punctuation character can be found. This will be helpful when storing a name in the phonebook, see your main BT Synergy 4100 or 4500 user guide for details.

Button	Upper case	Lower case	Button	Upper case	Lower case
<b>1</b>	1@\$¥€%/◊	1@\$¥€%/◊	<b>7</b>	PQRS7ΠΨ	pqr&7B
<b>2</b>	ABC2ÄÄÆ	abc2äääæç	<b>8</b>	TUV8Ü0	tu&v8üü
<b>3</b>	DEF3ÉΔΦ	def3éé	<b>9</b>	WXYZ9Ξ	wxyz9
<b>4</b>	GH14Γ1	ghi4i	<b>0</b>	0!?!;&§	0!?!;&§
<b>5</b>	JKL5Λ	jkL5Λ	<b>*</b>	*.,";+_=>	*.,";+_=>
<b>6</b>	MNO6ÑÖÓ	mno6ñöö	<b>#</b>	#{}{}_{\}~^}	#{}{}_{\}~^}

**Menu map****Phonebook menu***No entries stored:***Phonebook menu**

Add entry – Copy from SIM\* – Access Code

*Entries stored:***Phonebook menu**

Add entry – Show Details – Edit Entry – Delete Entry – Copy Entry – Copy Phonebook – SIM Copy\* – Access Code – SIM code\*

\* To be able to use this feature, you must ensure that your mobile phone SIM card is inserted into the SIM reader slot on your BT Synergy 4100 or 4500.

† Only available if you have registered to a BT Synergy 4500 base station.

# General information

## IMPORTANT

This equipment is not designed for making emergency telephone call when the power fails. Alternative arrangements should be made for access to emergency services.

## Replacing the handset batteries

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

1. Push the battery compartment cover in the direction the arrow shows and lift off.
2. Take out the old batteries and replace with 2 new AAA NiMH batteries.
3. Push the battery compartment cover back on until it clicks into place.

New batteries should be rechargeable: Nickel Metal Hydride (NiMH), size AAA, capacity 750mAh.

Spare rechargeable batteries are available from the BT Synergy Helpline 0870 605 8047.

## WARNING

Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse.

BT accepts no responsibility for damage caused to your BT Synergy 4000 by using any other types of batteries.

## Safety information

- Only use the power supply suitable for the BT Synergy 4000 range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the charger mains power supply is 025231.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT Synergy Helpline on 0870 605 8047.
- Do not open the handset (except to replace the handset batteries) or the charger. This could expose you to high voltages or other risks. Contact the Helpline on 0870 605 8047 for all repairs.
- If the keylock is switched on, it is NOT possible to make calls, including to the emergency numbers (999/112).
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at

least one metre away from such appliances to minimise any risk of interference.

- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

### Cleaning

- Clean the handset and charger with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

### Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend

that you unplug the power and telephone line cord during an electrical storm.



### Product disposal instructions

- The symbol shown here and on the product means that the product is classed as Electrical or Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.
- The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

### Product disposal instructions for residential users

- When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

### Product disposal instructions for business users

- Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

## Guarantee

Your BT Synergy 4000 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT Synergy 4000 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

### The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

### Within the 12 month guarantee period:

Prior to returning your product, please read the Help Section in your BT Synergy 4100 or 4500 user guide or contact the Helpline on 0870

6058047 or email [bt.helpdesk@suncorptech.com](mailto:bt.helpdesk@suncorptech.com) for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

### Outside of the 12 month guarantee period:

- If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network.
- We recommend that you contact BT's approved repair agent Helpdesk Solutions on 0870 204 5029 or a local qualified repairer.

### Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including the power supply unit and the original batteries. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

## Technical information

### How many telephones can I have?

- All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT Synergy 4100 or 4500 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Any additional handsets and chargers that you register have a REN of 0.

### R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

### For your records

Date of purchase:

.....

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

### Declaration of Conformance

Hereby, Suncorp Technologies declares that this BT Synergy 4000 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Synergy 4000 is published on the website:

<http://www.suncorptech.com/bt>



Visit us at [www.bt.com](http://www.bt.com)



## Offices worldwide

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